

Appendix O

TRS Information in Telephone Directories



Appendix O: TRS Information in Telephone Directories





8 Phone Service Pages

DEX.

Services for Customers with Disabilities

Qwest's Center for Customers with Disabilities

Hours: 7:00 a.m. - 4:30 p.m., Monday - Friday, Pacific Time Qwest provides telecommunication services for customers with mobility, vision, speech and hearing disabilities.

TTY/Voice	800	223-313
Fax1	866	826-4839

Qwest's Disabilities Consultants can:

- Explain the long distance service for TTY users using Qwest long distance service. (Eligibility requirements must be met to qualify for discounts.)
- Order or disconnect telephone service, and answer billing questions.
- · Handle Qwest repair requests.
- Establish Directory Listings for TTY users (Listings may appear with or without an address and indicate a TTY is used).
 Establish non-published or information-only listings for TTY
- Establish non-published or information-only listings for TTY customers at no charge.

Qwest's Directory Assistance Service

- Qwest's Directory Assistance service is an automated voice response service.
- If a vision or mobility disability prevents you from using this automated voice response service, press "0" (zero) at the beginning of the call to reach an agent.
- If a vision or mobility disability prevents you from using our automated voice response directory assistance and operator services, we offer a billing exemption for these services.
- · Our Consultants can explain eligibility requirements.

Qwest Print Material

- Qwest offers selected customer billing material (excludes directories) in alternate formats: large print, Braille, email text and audiotape, upon request.
- Contact our representatives for more information. 1 800 223-3131 (Voice/TTY)

Amplified Pay Phones

Many pay telephones are equipped with a volume control button, located in the upper left corner of the phone.

AT&T's Operator Service for TTY

Washington Relay Service

Dial 7-1-1 or Special Toll Free Numbers

Telecommunications Relay Service (TRS) is a free service that connects customers who are deaf, hard of hearing or have speech disabilities with others, using either standard telephone equipment or telephone equipment that has been specifically designed for individuals with disabilities. Making a call is simple: dial 7-1-1 or the toll-free Washington Relay Service numbers listed here. A trained Communications Assistant will answer your call and relay the telephone conversation between you and the party you are calling. All call information and conversations are confidential. Relay service is available 24 hours a day, 365 days a year. This service will handle local and long distance calls. Long-distance calls placed for you can be billed collect, or to a pre-paid calling card, carrier calling card or third-party.

Continued next column

Washington Relay Service (cont'd)

Telephone Numbers for Washington Relay Service:

HCO1	800 833-6388
Spanish (V/TTY)	877 833-6399
(Voice)1	877 833-6398
Speech to Speech	877 833-6341
Telebraille	800 833-6385
TTY1	800 833-6384
VCO1	800 833-6386
Voice	800 833-6384

Customer Service

English (VTTY)	 		 		 +++	++	 	1 80	0 676-3	777
Spanish (V/TTY)	 	 	 	 	 		 	1 80	0 676-4	290
Pay Per Call Service	 	 	 	 	 		 1	900	646-33	323

Types of TRS Calls

- Computer (ASCII) users can access Washington Relay Service by setting the communications software to the following protocols: speeds ranging from 300 to 2400: 8 Bits, No Parity; 1 Stop Bit; Full Duplex. For speeds at or below 300, follow the above using Half Duplex.
- Hearing-Carry-Over: HCO allows hearing individuals with very limited or no speech capability to type his or her conversation for the Communications Assistant to read aloud to the hearing person. The HCO user hears the other party's response.
- Spanish Relay: Spanish Relay is for Spanish speaking individuals with a hearing or speech disability.
- Speech-to-Speech: STS helps users with speech difficulties converse with one another, with a specially trained Communications Assistant acting as the intermediary.
 Text Telephone: Also called TeleTypewriter, TTY is a specially
- Text Telephone: Also called TeleTypewriter, TTY is a specially designed typewriter-like device that allows users to carry on telephone conversations in the form of text conversations with the Communications Assistant.
- Voice-Carry-Over: VCO enables people who have difficulty hearing on the phone to voice their conversations directly to the hearing person. The Communications Assistant types the hearing person's response to the VCO user. VCO requires a specially designed telephone.

Captioned Telephone Service (CapTel™)

CapTel™ allows a person who has hearing loss to receive word-forword captions of their telephone conversations on their phone. To use captioned telephone service, one must have a CapTel™ phone. The captions are displayed on the telephone built-in display screen so that the user can read the words while listening to the voice of the other party. Users of CapTel™ service place a call using a CapTel™ phone, simply dialing the number of the person they wish to call. The CapTel™ phone automatically connects to the captioning service.

If you wish to contact a person who uses a CapTel™ phone, dial 1.877.243-2823.

TTY Users and Emergency Assistance9-1-1

TTY callers should directly dial 9-1-1 or other existing emergency numbers in emergency situations. All 9-1-1 centers are now equipped to handle TTY calls. After the 9-1-1 dispatcher answers the call, pressing the space bar may help you inform the dispatcher this is a TTY call. Dial 9-1-1 directly, as using Washington Relay Service for 9-1-1 may result in a delay to getting your urgent message through.

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Services for Customers with Disabilities

Telecommunications Equipment Distribution Program

The Office of the Deaf and Hard of Hearing (ODHH) provides services to the deaf, hard of hearing and deaf-blind communities throughout Washington. The Telecommunications Equipment Distribution (TED) program distributes equipment such as TTY's (Teletypewriters), TTY's with Braille, amplified phones, hands-free dialing equipment, PCbased video cameras and signaling devices to the deaf, hard of hearing and speech impaired residents of Washington State.

Eligibility for this equipment will be determined by the Washington State Department of Social and Health Services. Equipment will be provided on a sliding fee scale based on 200% of the Federal Poverty Level. Interested persons must complete an application form and have the form certified by an authorized professional Contact ODHH for information at:

Write: 14th & Jefferson P.O. Box 45301 Olympia, WA 98504-5301 Call: (360) 902-8000 Voice/TTY (800) 422-7930 Voice/TTY

Email Address: odhh@dshs.wa.gov

Seattle Local Calling Region

For Qwest customers, the following is a list of Qwest-served exchanges in your local calling area. There may be additional exchanges in your local calling area that are served by independent companies. This information was current as April, 2007.

Seattle (*) 206 to:

Aubum 253 (288, 333, 351, 735, 804, 833, 876, 887, 931, 939)

Bainbridge Island 206 (780, 842, 855)

Bellevue (**) 425

Des Moines 206 (592, 824, 870, 878) 253 (528, 529, 661, 815, 835, 838, 839, 874, 941, 945, 946)

Issaquah 425 (313, 369, 391, 392, 394, 427, 557, 837)

Kent 253 (372, 373, 395, 437, 520, 630, 631, 638, 639, 657, 813, 850, 852, 854,

Maple Valley 425 (413, 432, 433)

Renton **425** (203, 204, 226, 227, 228, 234, 235, 251, 254, 255, 271, 277, 291, 393, 430, 477, 656, 687, 793, 917, 965)

*Seattle Prefixes 206 (205, 213, 214, 215, 216, 217, 218, 220, 223, 224, 230, 232, 233, 236, 239, 241, 242, 243, 244, 246, 248, 254, 256, 262, 263, 264, 265, 269, 270, 272, 273, 275, 277, 281, 282, 283, 284, 285, 286, 287, 292, 296, 297, 298, 301, 302, 303, 306, 318, 320, 322, 323, 324, 325, 326, 328, 329, 332, 340, 341, 342, 343, 344, 345, 346, 352, 358, 359, 361, 362, 363, 364, 365, 366, 367, 368, 370, 373, 374, 377, 378, 381, 382, 386, 389, 394, 398, 404, 405, 410, 416, 417, 418, 421, 431, 433, 439, 440, 441, 442, 443, 444, 447, 448, 449, 461, 464, 467, 469, 470, 490, 500, 504, 506, 509, 515, 516, 517, 521, 522, 523, 524, 525, 526, 527, 528, 529, 544, 545, 547, 548, 553, 554, 568, 574, 575, 583, 585, 587, 598, 599, 613, 615, 621, 622, 623, 624, 625, 626, 628, 632, 633, 634, 652, 654, 655, 658, 662, 667, 675, 682, 684, 685, 689, 691, 692, 706, 709, 716, 720, 721, 722, 723, 725, 726, 727, 728, 729, 731, 732, 733, 748, 749, 757, 760, 762, 763, 764, 766, 767, 768, 770, 772, 781, 782, 783, 784, 788, 789, 797, 808, 835, 839, 860, 861, 901, 903, 906, 913, 923, 925, 932, 933, 935, 937, 938, 956, 965, 969, 982, 985, 987, 988, 991, 993, 995, 997, 998)

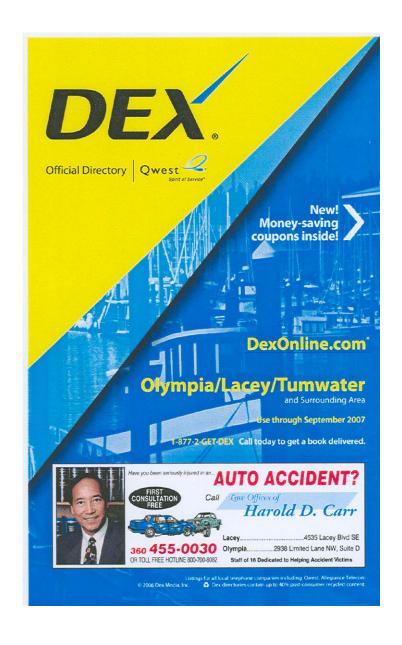
**Bellevue Prefixes 425 (373, 378, 383, 401, 450, 451, 452, 453, 454, 455, 456, 457, 462, 467, 468, 562, 564, 590, 603, 614, 635, 637, 638, 641, 643, 644, 646, 649, 653, 688, 709, 746, 747, 748, 865, 957, 973, 990)

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Services for Customers with Disabilities

Qwest Center for Customers with Disabilities

Hours: 7:00 a.m. - 4:30 p.m., Monday - Friday, PST Owest provides telecommunication services for customers with motion, vision, speech and hearing disabilities.

Fax503 242-6565

For TTY (Telecommunications Device for the Deaf) Customers, Trained Representatives can:

- · Establish LONG DISTANCE DISCOUNTS for Qwest's TTY customers.(Eligibility requirements must be met to qualify for discounts.)
- Order or disconnect telephone service, and answer billing
- · Handle Qwest repair requests.

For Customers with Vision and Motion Disabilities:

- Qwest's Directory Assistance service is an automated service.
 If a physical limitation prevents you from using this automated
- service, press "0" (zero) at the beginning of the call to reach an
- · If a physical limitation prevents you from using our automated services directory assistance and operator services, we offer exemption from directory assistance and operator dialing assistance
- · Our representatives can explain eligibility requirements.

Qwest Print Material:

- · Qwest also offers selected "LARGE PRINT" material (excludes
- directories) and Braille billing upon request.

 Contact our representatives for more information

AT&T's Operator Service for TTY

7-1-1 Dialing

Now it is easier than ever to communicate with friends, family and business associates who are deaf, hard of hearing or speech disabled and use a TTY device.

Just dial 7-1-1 on your regular phone.*

You will be connected to a Communications Assistant, who will relay the conversation in the strictest confidentiality, to the phone number you specify. The Communications Assistant uses a TTY and has been trained to help conversations flow accurately and with ease.

7-1-1 is available 24-hours a day, 7 days a week.

Try it. It's as simple as 7-1-1 *no additional charges for 7-1-1

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Telecommunications Relay Service

Washington State Telecommunications Relay Service

Telebraille	800 833-6385
TTY (ASCII & Baudot)	800 833-6388
Voice 1	800 833-6384

Washington Telecommunications Relay Service is a service that links deaf and hard of hearing people via the telephone. To use this service dial the appropriate numbers above. Give the agent the number you would like to call and he or she will stay on the line to relay the conversation. You can talk directly with the person you are calling. All calls and information are confidential.

This 24 hour relay service is provided at no cost to callers. Long distance calls will be billed accordingly.

TTY Legislation

Under Washington state law, deaf and hearing impaired persons who are determined by the state to be eligible can obtain special tele-typewriter equipment allowing telephone calls to be sent or received by those with hearing disabilities.

Because these special services are to be provided at a consumer cost no greater than that paid by other consumers, this program is funded through a monthly surcharge on all telephone customers in the state.

Eligibility for these services will be determined by the Washington State Department of Social and Health Services. Interested persons should write to:

Telecommunications Access Service

14th & Jefferson

P.O. Box 45301

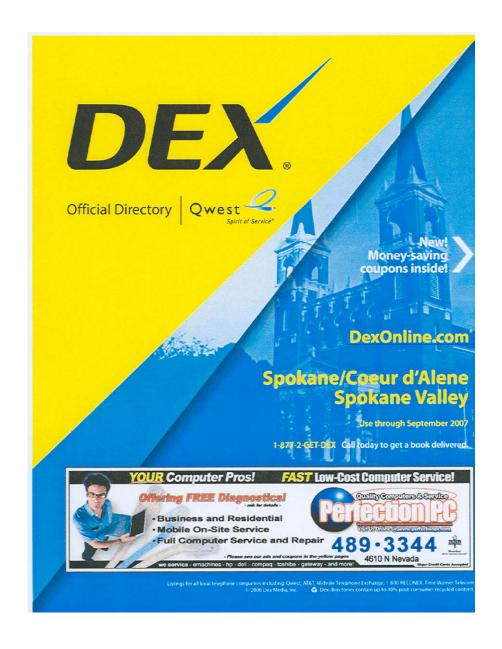
Olympia, WA 98504-5301.

Or call the office at: 360 902-8001 (TTY).

Telecommunications Device for the Deaf cannot be used on a party line.

Services for Customers with Disabilities







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Services for Customers with Disabilities

Qwest Center for Customers with Disabilities

Hours: 7:00 a.m. - 4:30 p.m., Monday - Friday, PST Qwest provides telecommunication services for customers with motion, vision, speech and hearing disabilities.

TTY/Voice 1 800 223-3131 ...503 242-6565

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- · Our representatives can explain eligibility requirements.

Owest Print Material:

- Qwest also offers selected "LARGE PRINT" material (excludes directories) and Braille billing upon request.
- · Contact our representatives for more information

AT&T's Operator Service for TTY

......1 800 855-1155 (24-Hours) ...

7-1-1 Dialing

Now it is easier than ever to communicate with friends, family and business associates who are deaf, hard of hearing or speech disabled and use a TTY device.

Just dial 7-1-1 on your regular phone."

You will be connected to a Communications Assistant, who will relay the conversation in the strictest confidentiality, to the phone number you specify. The Communications Assistant uses a TTY and has been trained to help conversations flow accurately and with ease.

7-1-1 is available 24-hours a day, 7 days a week. Try it. It's as simple as 7-1-1

*no additional charges for 7-1-1

Telecommunications Relay Service

Washington State Telecommunications Relay Service

Washington Telecommunications Relay Service is a service that links deaf and hard of hearing people via the telephone. To use this service dial the appropriate numbers above. Give the agent the number you would like to call and he or she will stay on the line to relay the conversation. You can talk directly with the person you are calling All calls and information are confidential.

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TTY Legislation

Voice

Under Washington state law, deaf and hearing impaired persons who are determined by the state to be eligible can obtain special tele-typewriter equipment allowing telephone calls to be sent or received by those with hearing disabilities.

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P.O. Box 45301

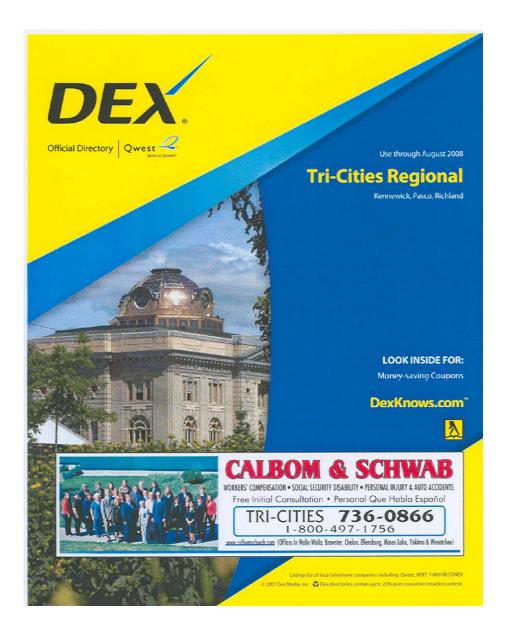
Olympia, WA 98504-5301.

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Services for Customers with Disabilities

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Washington Relay Service

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Continued next column

Washington Relay Service (cont'd)

Telephone Numbers for Washington Relay Service:

1100	800 833-6388
Spanish (V/TTY)	
(Voice)	
Speech to Speech	1 877 833-6341
Telebraille	
TTY	
VCO	
Voice	
Customer Service	

Customer Service	
English (VTTY)1	800 676-3777
Spanish (V/TTY)1	800 676-4290
Pay Per Call Service	900 646-3323

Types of TRS Calls

- · Computer (ASCII) users can access Washington Relay Service by setting the communications software to the following protocols transmission speed of 1200 baud or above using modern settings of Full Duplex, Non-Host or Local-Echo-On mode, Full Duplex.
- Hearing-Carry-Over: HCO allows hearing individuals with very limited or no speech capability to type his or her conversation for the Communications Assistant to read aloud to the hearing person.
- The HCO user hears the other party's response.

 Spanish Relay: Spanish Relay is for Spanish speaking individuals with a hearing or speech disability.
- Speech-to-Speech: STS helps users with speech difficulties converse with one another, with a specially trained Communications Assistant
- acting as the intermediary.

 Text Telephone: Also called TeleTypewriter, TTY is a specially designed typewriter-like device that allows users to carry on telephone conversations in the form of text conversations with the Communications Assistant.
- Voice-Carry-Over: VCO enables people who have difficulty hearing on the phone to voice their conversations directly to the hearing person. The Communications Assistant types the hearing person's response to the VCO user. VCO requires a specially designed telephone

Captioned Telephone Service (CapTel™)

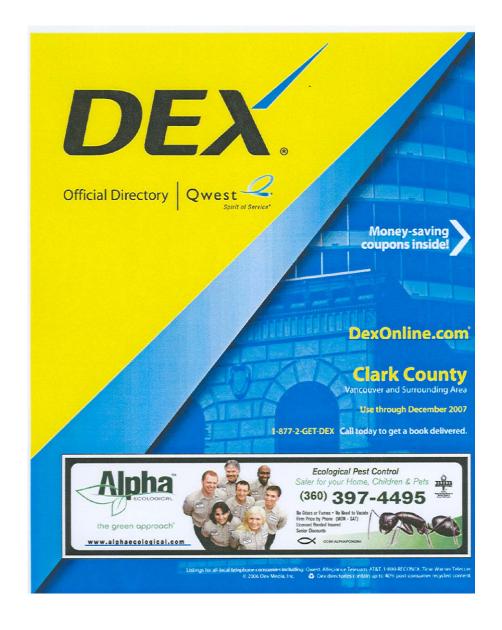
CapTel™ allows a person who has hearing loss to receive word-forword captions of their telephone conversations on their phone. To use captioned telephone service, one must have a CapTel™ phone. The captions are displayed on the telephone built-in display screen so that the user can read the words while listening to the voice of the other party. Users of CapTel™ service place a call using a CapTel® phone, simply dialing the number of the person they wish to call. The CapTel™ phone automatically connects to the captioning service. If you wish to contact a person who uses a CapTel™ phone dial 1 877 243-2823.

TTY Users and Emergency Assistance9-1-1

TTY callers should directly dial 9-1-1 or other existing emergency numbers in emergency situations. All 9-1-1 centers are now equipped to handle TTY calls. After the 9-1-1 dispatcher answers the call, pressing the space bar may help you inform the dispatcher this is a TTY call. Dial 9-1-1 directly, as using Washington Relay Service for 9-1-1 may result in a delay to getting your urgent message through.

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Services for Customers with Disabilities

Telecommunications Equipment Distribution Program

The Office of the Deaf and Hard of Hearing (ODHH) provides services to the deaf, hard of hearing and deaf-blind communities throughout Washington. The Telecommunications Equipment Distribution (TED) program distributes equipment such as TTY's (Teletypewriters), TTY's with Braille, amplified phones, hands-free dialing equipment, PC-based video cameras and signaling devices to the deaf, hard of hearing and speech impaired residents of Washington State.

Eligibility for this equipment will be determined by the Washington State Department of Social and Health Services. Equipment will be provided on a sliding fee scale based on 200% of the Federal Poverty Level. Interested persons must complete an application form and have the form certified by an authorized professional Contact ODHH for information at:

Write: 14th & Jefferson P.O. Box 45301 Olympia, WA 98504-5301

Call: (360) 902-8000 Voice/TTY (800) 422-7930 Voice/TTY Email Address: odhh@dshs.wa.gov

Tri-Cities Local Calling Region

For Qwest customers, the following is a list of Qwest-served: exchanges in your local calling area. There may be additional exchanges in your local calling area that are served by independent telephone companies. This information was current as of June, 2007.

Pasco (542, 543, 544, 545, 546, 547) to:

Long Distance Calling

Washington and Oregon's area code map is shown below.

Calling Long Distance Within Washington

Many companies provide long distance calling within Washington. Make long distance calls within Washington by dialing 1 + area code + the telephone number. You will be billed by the company that handles your call.



Other Types of Long Distance Calls

Calling Long Distance Outside Your Calling Area

Contact your long distance company for rates and dialing instructions for calls outside your local calling area.

International Calls

Contact your long distance company for information on international calling rates and dialing instructions. International area codes are listed on page 27.



Services for Customers with Disabilities

Instead of dialing an 800#, you now only need to dial 7-1-1. Dialing 7-1-1 is a free connection to the state transfer relay service for TTY and voice calls to and from the speech and hearing impaired.

7-1-1 Dialing

Now it is easier than ever to communicate with friends, family and business associates who are deaf, hard of hearing or speech disabled and use a TTY device.

Just dial 7-1-1 on your regular phone.*

You will be connected to a Communications Assistant, who will relay the conversation in the strictest confidentiality, to the phone number you specify. The Communications Assistant uses a TTY and has been trained to help conversations flow accurately and with ease.

7-1-1 is available 24-hours a day, 7 days a week.

Try it. It's as simple as 7-1-1.

*no additional charges for 7-1-1.

Telecommunications Relay Service

Washington State Telecommunications Relay Service

Telebraille1	800 833-6385
TTY (ASCII & Baudot)1	800 833-6388
Voice1	800 833-6384

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Telecommunications Relay Service (cont'd)

TTY Legislation

Under Washington state law, deaf and hearing impaired persons who are determined by the state to be eligible can obtain special tele-typewriter equipment allowing telephone calls to be sent or received by those with hearing disabilities.

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Eligibility for these services will be determined by the Washington State Department of Social and Health Services. Interested persons should write to:

Telecommunications Access Service

14th & Jefferson P.O. Box 45301

Olympia, WA 98504-5301

Or call the office at: 360 902-8001 (TTY).

Telecommunications Device for the Deaf cannot be used on a party line.

Continued next column

Clark County/Vancouver Local Calling Region

For Owest customers, the following is a list of Owest-served exchanges in your local calling area. There may be additional exchanges in your local calling area that are served by independent telephone companies.

This information was current as of October, 2006.

AREA CODE → 360			360		360			
Battle Ground Ridgefield Vancouver/Orchard*	666, 667, 687 887	*Vancouver/Orchard Battle Ground Ridgefield	666, 667, 687 887	*Vancouver/Orchard	212, 253, 254, 256, 260, 313, 418, 449, 514, 546, 566, 571, 573, 574, 576, 604, 619, 690, 693, 694, 695, 696, 699, 735,			
Ridgefield Battle Ground Vancouver/Orchard*	887 666, 667, 687				737, 750, 759, 882, 883, 885, 891, 892, 896, 905, 906, 944, 992, 993			

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